

**CITY OF CARLSBAD  
CLASS SPECIFICATION**

**JOB TITLE:**                   **APPLICATIONS SPECIALIST I, II, III**

**DEPARTMENT:**               **VARIOUS**

**BASIC FUNCTION:**

Under general supervision, evaluate, recommend, install/integrate, test, maintain and monitor performance of software products and provide technical support to users of multi-client, multi-vendor software environment. Confer with end users to determine types of hardware and software required. Train and support end users in use of equipment and software.

**LEVELING REQUIREMENTS:** *incumbents are assigned to levels based on competency and complexity of assigned application as described below:*

Level I: Assigned application(s) is complex and typically supports a single major service area. Work on problems of moderate scope where analysis of situation or data requires a review of identifiable factors.

Level II: Assigned application(s) is highly complex and requires coordination with multiple users across major service areas. Work on problems of diverse scope where analysis of data requires evaluation or review of identifiable factors. May lead other Information Technology personnel.

Level III: Assigned application(s) are highly complex and require coordination with multiple users, major service areas and/or applications. Work on complex problems where analysis of situations or data requires an in-depth evaluation of various factors. May supervise other Information Technology personnel.

**KEY RESPONSIBILITIES:**

(These are representative duties and the emphasis on certain duties will vary depending on the job assignment.)

Support end user in application functionalities.

Install application updates as needed. Apply patches and develop procedures to ensure consistency of applied patches. Coordinate installation availability of the application.

Participate in the analysis, evaluation, testing and implementation of computer systems for assigned applications and/or user groups. Create specifications for systems to meet business requirements and enhance performance.

Plan and direct studies of potential applications and prepare design proposals to reflect time, costs and alternative actions to satisfy existing and future needs; present recommendations to both customer and management.

Conduct analysis of systems specifications and develop project plans and flowcharts for new systems or changes to current systems.

Design, code and implement software modifications to meet product/platform connectivity needs and specialized user requirements, including report writing.

Identify and resolve network systems problems related to the integration of the assigned application.

Consult with end user, management, staff and vendors in the identification and resolution of computer system(s) software problems or difficulties; serve as liaison between vendors and end users.

Train end user personnel in the use of systems or applications; serve as resource for specified applications; provide technical assistance regarding connectivity to other peripheral equipment.

Document procedures, prepare reports and maintain records of equipment and software as necessary.

Perform routine maintenance and operations as required.

Continue development of technical expertise in the packages used on the City's computers and networks.

May perform lead duties on project teams or in training others as assigned.

Perform other duties as assigned or requested.

### **QUALIFICATIONS:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Knowledge of:**

Knowledge and understanding of various programming languages, report writers and operating systems used by the City and the inter-relationship between operating systems, networks and databases.

#### **Ability to:**

Ability to communicate effectively with end users to resolve problems.

Ability to demonstrate excellent customer service.

Ability to function with minimum guidance and have good project management skills, operating as part of a team executing projects from beginning through implementation.

Ability to demonstrate strong analytical, problem solving and conceptual skills.

Ability to communicate effectively both orally and in writing with an ability to express complex technical concepts in business terms.

*The following describe additional requirements by level and are cumulative:*

Level I:

Knowledge of assigned application.

Level II:

Knowledge of complex application(s).

Knowledge of assigned Major Service Area's operations and information technology needs.

Ability to organize and plan projects across assigned Major Service Areas.

Ability to provide lead supervision for assigned personnel.

Level III:

Knowledge of multiple and complex applications.

Broad knowledge of assigned Major Service Areas' operations, business requirements and information technology needs.

Knowledge of basic supervisory practices.

Ability to supervise, train and evaluate other staff as required.

**EXPERIENCE AND EDUCATION:**

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Equivalent to a Bachelor's degree from an accredited college or university with major coursework in Information Technology or related field; and,

Progressively responsible professional experience in Information Technology and programming, including design and development of systems and procedures.

Knowledge of specific applications and systems will vary depending on the assignment and will be specified on the job announcement.

**SPECIAL REQUIREMENTS:**

Possession of a valid California Class C Driver's License.

**PHYSICAL STANDARDS:**

While performing the duties of this class, an employee is regularly required to sit; talk or hear, in person and by telephone; use hands to finger, handle, feel or operate standard office equipment; and reach with hands and arms. An employee is frequently required to walk and stand. Specific vision abilities required by this job include close vision and the ability to adjust focus to read and operate office equipment as necessary during the course of the work assignments. Ability to lift and move microcomputer and related equipment occasionally to install, troubleshoot or perform minor maintenance as necessary.

While performing the duties, employees of this class are regularly required to use written and oral communication skills; read and interpret financial and statistical data, information and documents; analyze and solve problems; use math and apply mathematical reasoning and abstract statistical concepts; observe and interpret people and situations; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks; work under intensive deadlines; and interact with staff, Council members and others encountered in the course of work.

The employee works under typical office conditions and the noise level is usually quiet. Employee may be required to travel to City work sites or other sites for meetings. Employees frequently travel to locations in the City where computers are located.

**General Employee**

**Salary Schedule**

**[General Employees Salary Ranges](#)**

**Benefits**

**[City of Carlsbad General Employee Benefits](#)**